I.   GENERAL INFORMATION

1.	**SOLICITATION NUMBER:**	SOL-72030618B00026
2.	**ISSUANCE DATE:**	May 15, 2018
3.	**CLOSING DATE/TIME FOR RECEIPT OF APPLICATIONS:**	May 29, 2018 no later than 16:30 Kabul time
4.	**POSITION TITLE:**	Information Technology Specialist (System Administrator)
5.	**MARKET VALUE:**	GS-12 ($63,600 - $82,680) Final compensation will be negotiated within the listed market value.
6.	**PERIOD OF PERFORMANCE:**	The period of performance is one year, with the possibility of extensions.
7.	**PLACE OF PERFORMANCE:**	USAID/Afghanistan
8.	**WHO MAY APPLY:**	United States Citizens (including Permanent Residents) and Third Country (non-US, non-Afghan) Nationals*
9.	**SECURITY LEVEL REQUIRED:**	As an employment pre-condition, the successful applicant is required to obtain Moderate Risk Public Trust (MRPT) access authorization.

10. **STATEMENT OF DUTIES:**

1) General Statement of Purpose of Contract:

The system architecture is a virtualized Micro Soft Windows platform and consists of the following basic elements: Domain Controllers, System Center Configuration Manager (SCCM) Servers, Firewalls, Intrusion Detection Systems, File and Print Servers, Structured Query Language (SQL), and Internet Information Services (IIS) WEB Servers. The virtual environment is supported by VMware vSphere and NetApp High Availability (HA) data storage clusters. Due to the security environment, contingency planning, its implementation and regular testing is vital for business continuity of the Mission. In additions there are many peripherals and multi-functional devices supporting office operations.

As the mission faces new and unpredictable security challenges, the incumbent is responsible to develop data protection concepts, custom solutions and procedures in order to support business continuity and data recoverability for the Mission.

Within the Executive Office, the Information Technology Unit is responsible for providing information and communication technology services and support as well as overall management of USAID/Afghanistan's computer systems. These services include the following: general systems administration; information security and data protection; organization of all data and vital records; computer advisory services; system integration between USAID systems and Department of State systems; facilitation of the sharing of

*Please see Section 11: Area Of Consideration

programmatic information with sister agencies, implementing partners and the Government of Afghanistan (GoA).

The incumbent provides all levels of IT systems management and support for USAID enterprise architecture, to include: Systems administration, systems engineering and coordination of deployment, user assistance and training, management of help-desk operations, systems and application troubleshooting. USAID also maintains a wide array of enterprise software applications. These include: Agency Secure Image and Storage Tracking (ASIST)/Document management and archiving, online web portals and collaboration tools and security tokens for remote access.

The incumbent develops the Mission's information strategy coordinates with Chief Information Officer (CIO)/Washington on the Agency's technology strategy and provides necessary guidelines to the staff in the office of information technology. The incumbent manages activities of the Cooperating Country National (CCN) Computer Management Specialist and three (3) helpdesk employees. The incumbent provides expertise in the areas of information resources management and administration, research, design, development, and implementation.

The incumbent reports directly to the Executive Officer-Operations but may receive technical guidance from the Chief Information Officer in USAID/Washington. The incumbent is responsible for providing on the job training to any temporary employees in the IT office. This training will cover all areas of operation of the Mission systems and telecommunications from physical maintenance and repair of the systems' hardware to support for the various application systems. The training will also include advising on general data-hygiene, safeguarding of Sensitive but Unclassified (SBU) data, providing routine hardware installation, troubleshooting advanced telecommunications, systems application development, script writing, and code debugging.

2) Statement of Duties to be Performed:

Information Resources Management and Administration

The incumbent plans and implements procedures for controlling the security of the Mission's information technology services and all related equipment in accordance with directives from USAID/Washington and the Mission's Supervisory Executive Officer (S/EXO). The incumbent implements and monitors security controls in coordination with Information Resources Management (IRM) to prevent data loss and/or unauthorized access. Ensures that computer hardware systems and peripheral equipment are operated in accordance with Agency computer security policies, standards, and guidelines.

The incumbent completes and implements the Mission's computer system disaster recovery/contingency plan procedures, to minimize loss of data and/or systems and ensure quick recovery from such disasters by implementing workable contingent system operation plan(s).

The incumbent works with the Network Operations Center (NOC) in Washington to maintain the Mission critical Information Communication Technologies such as Virtual Private Network (VPN) over Internet Service Provider (ISP), Diplomatic

Telecommunications Service Program Office (DTSPO) and Very Small Aperture Terminal (VSAT) connectivity which feeds the Voice over Internet Protocol (VoIP) telephone trunks and Mission hardware platform.

The incumbent is responsible for the Local Area Network (LAN) and Wide Area Network (WAN) including management of a medium sized virtual "server farm" and a complex collection of LAN devices and equipment that supports nearly 100% availability. The incumbent is responsible for almost $1,000,000 worth of computer equipment. The incumbent manages installation and maintenance of additional servers, network software and clients (PCs), upgrade new software releases, patch operating systems, optimize network performance, upgrade client software and maintain backed up copies of server data to prevent accidental loss. The incumbent also monitors the network and perform traffic analysis; and test and evaluate computer operating systems. Further, the incumbent determines LAN and WAN effectiveness relative to systems in use and their support capability and compatibility with program applications.

The incumbent provides support for video conferencing to USAID/Afghanistan. and supports video streams so USAID/Afghanistan can participate in such events as Town Halls conducted from USAID/Washington. The incumbent keeps the computer services in a high availability status, LAN and WAN operation and administration includes troubleshooting of servers, PCs, and LAN devices by replacing broken parts and performing preventive maintenance as required; maintaining system images and antivirus software on both servers' and users' side; and controlling access to Mission devices by maintaining positive control of network devices.

The incumbent properly performs LAN and WAN Operations and Administration. All networked devices must be monitored on a daily basis. The incumbent is responsible for detecting vulnerabilities and taking corrective action, such as monitoring and deploying security patches and anti-virus updates, and updating e-mail filtering tools to maintain USAID's high standard of Information Systems Security. Information security is taken very seriously and assisting users to successfully navigate information security policy is also an important part of the job.

The incumbent is responsible for maintaining equipment inventories and proper disposal of equipment, including advising and assisting Implementing Partners with proper disposal. The incumbent continually provides information technology solutions that best support the number of staff at the Mission.

The incumbent presents recommendations to the Executive Officer-Operations and/or EXO Management regarding reconfiguration and procurement.

Computer/System Engineering

The incumbent assesses highly complex information and data requirements and devising computer hardware and software configurations to support specified requirements; improve systems capacity through designing, planning and managing hardware and/or software changes and through operating systems configuration; oversee all areas of information processing and equipment security, alerting senior management to problem

areas; identify and take corrective/preventive action to improve system productivity and to mitigate risk of information loss.

The incumbent oversees the telecommunications system such as Microsoft Active Directory networks, Agency WAN Link (VSAT & DTSPO), Internet Access through ISP, and troubleshoot the more highly complex and difficult data and voice communications problems with AID/W. Manages the information technology infrastructure for USAID/Afghanistan.

The incumbent performs analysis, testing and evaluation of computer operating systems and utilities to determine their effectiveness relative to systems in use and their support capability and compatibility with program applications being run. The incumbent recommends necessary equipment and software upgrades and/or new information technology equipment procurement to the EXO and/or S/EXO.

The incumbent keeps servers, LAN equipment and PCs in high availability status. This includes troubleshooting of PCs, LAN equipment and servers, replacing parts that need replacement and preventive maintenance as requested by the equipment vendors. Incumbent also maintains system images and antivirus software on both servers and users' side.

Application Support/User Training

The incumbent manages and provides support to all Mission staff on applications, such as: e-mail usage (including the sharing of calendars), spreadsheets, word processing, photo management, graphics, financial management, procurement, project administration, timekeeping, travel management and personnel records. The incumbent also develops, implements and conducts in-house training courses on the above-mentioned software as needed. The incumbent issues IT equipment as approved by the Supervisory Executive Officer and maintains inventories.

The incumbent provides advanced support of existing software applications including customization and further development of software applications, scripts, macros and queries.

Training of Staff

The incumbent mentors staff in the Mission in the areas of IT operations. This includes: skills unique to USAID, new techniques / developments, other areas that staff members need to be familiar with, over and above their job skills, in order to do their jobs well. The incumbent must provide hands on instruction, ensuring that workers not only know current technologies but are also prepared for the emerging ones. The incumbent provides expert training, mentoring, coaching, and guidance to IT CCN staff.

3) **USAID Consultation or Orientation (if applicable):**

The selected applicant shall proceed to the Washington, D.C. area for two weeks of mandatory training to complete the Foreign Affairs Counter Threat CT-650 (FACT) and the Afghanistan Familiarization RS-415 (FAM) courses (if FAM was not completed within the past five years and if FACT training did not include the ESCAPE Module) prior to

proceeding to USAID/Afghanistan to commence duties as outlined in the statement of work. FACT and FAM are mandatory courses for service in Afghanistan.

4) Supervisory Relationship:

The incumbent supervises one (1) Computer Management Specialist and oversees the work of four (4) Computer Management Assistants (CCNs).

5) Supervisory Controls:

The incumbent reports directly to the Executive Officer who establishes basic parameters of work and determines priorities. Routing reoccurring work is reviewed on a periodic test basis while task-oriented work is reviewed and completed.

Assignments are given in broad and general terms. Incumbent is a technical authority.

11. AREA OF CONSIDERATION:

According to ADS 309.3.3, a "USAID policy is that the use of CCNPSCs is preferred over the use of TCNPSCs in order to integrate the foreign assistance effort into the community, enhance the skills of the cooperating country's population, and contribute to the local economy. USPSCs are also preferred over TCNPSCs with equivalent qualifications."
Therefore, Unites States National (USN) offerors will be evaluated in isolation first and only when/if there is no USN qualified, only then Third Country National (TCN) offerors will be considered.

For USPSC:

- Be a U.S. citizen or U.S. Permanent Resident ("green card holder"); or
- Be a Third Country National. Third Country National means an individual: (1) Who is neither a citizen nor a permanent legal resident of the United States nor of the country to which assigned for duty (Afghanistan), and (2) Who is eligible for return to his/her home country or country of recruitment at U.S. Government expenses;
- Submit a complete application as outlined in the solicitation section titled APPLYING;
- Be able to obtain a Medium Risk Public Trust (MRPT) access authorization;
- Be able to obtain a Department of State medical clearance (Class 1);
- Be available and willing to work additional hours beyond the established 40-hour workweek, including weekends, as may be required or necessary;
- Be willing to travel to work sites and other offices as/when requested;
- Employment is subject to funds availability and all the required approvals obtained.

12. PHYSICAL DEMANDS:

The primary location of work will be on the U.S. Embassy/USAID compound in Kabul, Afghanistan. No special physical demands are required to perform the work.

13. **POINT OF CONTACT:**

Any questions about this solicitation may be directed to: KblAIDHR@usaid.gov.

Note: No in-person appointments or telephone calls will be entertained, unless you are required to have more information about this solicitation.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

In order to be considered for the position, a candidate must meet the Minimum Qualifications. Applications will be pre-screened and only those that meet the Minimum Qualifications will be considered. These are the minimum qualifications necessary to be considered for the position:

a) **Education:** Bachelor's degree in the fields of computer science, information systems management, or software engineering is required. (Education requirements must be met at the time of application for the subject position).

b) **Work Experience:** Minimum of seven (7) years of responsible experience in system development and programming, system administration, PC support is required. Hands-on experience working with VMware vSphere, NetApp HA storage clusters, Windows 2008/2012 Servers, Exchange 2003/2010 Servers, and WEB Servers (IIS) is required. Database administration in MS SQL Server and/or Oracle is required. Experience should include significant analytical and judgmental responsibilities and the overall management and logistical operation support of the most complex computer systems and data-centers. (Work experience requirements must be met at the time of application for the subject position).

III. EVALUATION AND SELECTION FACTORS

The Evaluation Factors listed will be the basis for evaluating and ranking applicants for the position. Applicants will be scored based on the documentation submitted within the application. Applicants must submit a supplemental document outlining their responses to the evaluation factors in order to be considered. Only the highest-ranked applicants will be interviewed.

1. SELECTION PROCESS

After the closing date for receipt of applications, a committee will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation criteria. Applications from candidates who do not meet the minimum requirements will not be scored. As part of the selection process, finalist candidates will be interviewed. Reference checks will be made only for applicants considered as finalists. The applicant's references must be able to provide substantive information about his/her past performance and abilities. If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter; USAID will delay such reference checks pending the applicant's concurrence.

2. EVALUATION FACTORS

Those applicants who meet the minimum education and experience qualifications will be evaluated based on the content of their application as well as on the applicant's writing, presentation, and communication skills. On a supplement document included with the application package, applicants should cite specific, illustrative examples to address each factor. Responses are limited to 500 words (approx. 1/2 typewritten page) per factor. Applicants should describe specifically and accurately experience, training, education and/or awards they have received that are relevant to the factor. Applicants should include their name and the announcement number at the top of each additional page. Failure to specifically address the Evaluation Factors will result in the applicant not receiving full credit for pertinent experience.

FACTOR #1: Demonstrate your knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, critical thinking, active listening, and evaluation of customer satisfaction.

FACTOR #2: Describe your technical competence in information resources strategy / planning and information systems network security.

FACTOR #3: Outline your management and teamwork skills you have utilized in previous work environments.

The Evaluation Factors listed will be the basis for evaluating and ranking applicants for the position. Applicants must submit a supplemental document outlining their responses to the evaluation factors in order to be considered. Only the highest-ranked applicants will be interviewed.

3. BASIS OF RATING

Applicants who clearly meet the Education/Experience requirements and basic eligibility requirements will be further evaluated based on scoring of their Evaluation Factor responses. Those applicants determined to be competitively ranked will also be evaluated on their interview performance and satisfactory professional reference checks. The Applicant Rating System is as follows:

Evaluation Factors
    Factor #1 40 points
    Factor #2 30 points
    Factor #3 30 points

Interview Performance 100 points

Interview questions will revolve around the candidate's ability to:

- Knowledge/Experience
- Customer Service
- Teamwork/Productivity
- Judgement/Decisiveness

Satisfactory Professional Reference Checks – Pass/Fail (no points assigned)

Total Possible Points: 100

IV.   **APPLYING**

All applications must be submitted electronically by e-mail with the subject line **SOL-72030618B00026 – Information Technology Specialist (System Administrator)** to: AfgPSCjobs@usaid.gov

Attention: Executive Officer
              USAID/Afghanistan
              Human Resources Office

Applicants may submit an application against this solicitation prior the closing date and time specified in Section I, item 3 mentioned above unless revised. The highest ranking applications may be selected for an interview.

Qualified applicants must submit the following documents or their applications will not be considered for this position:

1. U.S. government AID 302-3 (signed) form which is available at the following link: https://www.usaid.gov/forms/aid-302-3. Indicate on Section H (General) 1b. if you are a U.S Permanent Resident.

2. A current curriculum vitae (CV) or resume.
3. A minimum of three (3) professional references with telephone and e-mail contacts, who are not family members or relatives, with working telephone and email contacts. The applicant's references must be able to provide substantive information about his/her past performance and abilities. At least one reference provided should be a current or former supervisor.
4. A supplemental document with written responses to the Evaluation Factors.

Candidates who are applying for this position must fully meet the education requirement (graduated and degree and/or diploma already received) as specified. At the time of applications, candidates must also meet in full the work experience requirement. There is no exception for these requirements.

Short-listed candidates will be requested to provide educational documents such as degrees, diplomas, certificates and other pertinent documents as needed. Failure to provide the required documentation will result in the rejection of their application from further consideration.

Please cite the solicitation number and position title within the subject line of your email application. Any attachments provided via email must be compatible with Microsoft Word 2003 or PDF and not zipped. Note that attachments to email must not exceed 3 MB. Application letters and forms must be signed. Incomplete and unsigned applications/forms

will not be considered.

Only short listed candidates will be contacted.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

V.   LIST OF REQUIRED FORMS FOR PSC HIRES

The Contracting Officer will notify the selected applicant and provide instructions regarding how to complete and submit the following forms:
1. Declaration for Federal Employment (OF-306)
2. Medical History and Examination Form (DS-6561)
3. Pre-Deployment Physical Exam Acknowledgement Form (DS-6570)
4. Questionnaire for Sensitive Positions for National Security (SF-86), or Questionnaire for Non-Sensitive Positions (SF-85)
5. Finger Print Card (FD-258)

VI.   BENEFITS/ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized to the benefits and allowances listed in this section.

1. BENEFITS:
    1) Contribution toward Health & life insurance
    2) Pay Comparability Adjustment
    3) Eligibility for Worker's Compensation
    4) Annual & Sick Leave
    5) Access to Embassy medical facilities, commissary and pouch mail service as per post policy

2. ALLOWANCES (If Applicable)*:
    1) Temporary Lodging Allowance (Section 120)
    2) Living Quarters Allowance (Section 130)
    3) Post Allowance (Section 220)
    4) Supplemental Post Allowance (Section 230)
    5) Post Differential (Chapter 500)
    6) Payments during Evacuation/Authorized Departure (Section 600)
    7) Danger Pay (Section 650)
    8) Education Allowance (Section 270)
    9) Separate Maintenance Allowance (Section 260)
    10) Education Travel (Section 280)

       * Standardized Regulations (Government Civilians Foreign Areas).
*Eligibilities for allowances are in accordance with Standardized Regulations (Government Civilians Foreign Areas) based on the type of appointment and Mission Policy.

VII. TAXES

USPSC's are required to pay Federal income taxes, FICA, Medicare and applicable State income taxes.

VIII.   <u>USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs</u>

USAID regulations and policies governing USPSC and TCNPSC awards are available at these sources:
1. **USAID Acquisition Regulation (AIDAR)**,
> **- Appendix D**, "Direct USAID Contracts with a U.S. Citizen or a U.S. Resident Alien for Personal Services Abroad," including **contract clause "General Provisions,"**
> **- Appendix J**, "Direct USAID Contracts with a Third Country National for Personal Services Abroad," including **contract clause "General Provisions,"** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf.

2. **Contract Cover Page** form **AID 309-1** available at https://www.usaid.gov/forms.
3. Acquisition and Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at
 http://www.usaid.gov/work-usaid/aapds-cibs.
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the **"Standards of Ethical Conduct for Employees of the Executive Branch,"** available from the U.S. Office of Government Ethics, in accordance with **General Provision 2** and **5 CFR 2635**.
See https://www.oge.gov/web/oge.nsf/OGE%20Regulations.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.